eTravel

"Providing World-Class Travel for Federal Employees"

GSA Governmentwide Relocation Advisory Board

GSA

October 20, 2004

The eTravel Roadmap

➢ Borne out of the Quicksilver Task Force which was established to address performance gaps in existing government systems

- Fiscal management
- Policy adherence
- Accountability

➢ Two alternatives were defined and analyzed

- Status quo
- Common government-wide travel management service

➢ Quicksilver looked at both commercial models and at existing government models

Quicksilver Findings

➢ **Federal travel operations largely decentralized**
  - Processes and procedures vary widely across agencies
  - Multiple processes and duplicative reporting frustrate travelers and managers
  - Redundant travel systems waste precious resources
  - Limited ability to monitor and manage travel functions at the agency level

➢ **Various COTS And GOTS Solutions Available**
  - COTS implementations not achieving government-wide economies of scale
  - Many expensive in-house custom systems developed and maintained
  - Numerous agencies still using outdated, paper-intensive travel processes

➢ **Authorization, Reservation, And Voucher Systems Not Connected**
  - Repetitive entry of same data

➢ **Heavy Burden On Traveler To Navigate Cumbersome Processes And Patchwork Of Stand-alone Systems**

Other Impacts

- ➢ Business
  - Enabling web technologies
  - Travel cost and value considerations
  - Business intelligence and performance measurement

- ➢ Policy
  - Workplace improvement
  - Reporting and accountability
  - Alignment with best commercial practices

- ➢ Market
  - Shift in commission-based models
  - Advancements in online travel services
  - Other travel industry realignments

Quicksilver Recommendation

➢ A common government-wide travel management service would significantly improve the traveler's experience and save the government money.

Acting on the recommendation

➢ Clearly define vision and goals

  • To deliver a unified, simplified service that delivers a cost-effective travel experience, supports excellent management, and results in superior customer satisfaction.

➢ Develop business case to validate recommendations

➢ Be aggressive to include stakeholders both government and industry

➢ Realize that to move from status quo to a new state requires:

  • Strong program management
  • Clearly defined milestones
  • Over site
  • Broad visibility

Acting on the recommendation, cont.

➢ Always be user centric

➢ Approach in iterative stages, tactically and strategically

➢ Realize there will be tradeoffs

➢ Not just change but transformation

Products resulting from transformation

- ➢ Common platform
- ➢ Development of new standards
- ➢ Integration of programs and policy are achieved
- ➢ Commercial best practices are utilized with federal priorities
- ➢ Unifies data approach government-wide
- ➢ Distribution channels are maximized
- ➢ In the case of eTravel, the all around user experience is enhanced
- ➢ One GSA Travel is emerging

Value of eTravel

➢ Improves the Government's internal efficiency, administrative performance, and regulatory compliance relative to travel

➢ Eliminates redundant and stovepipe travel management systems through a buy-once/use-many shared services approach

➢ Minimizes capital investment, operations, and maintenance costs for travel management services

➢ Brings world-class travel management and superior customer service to the Federal travel process

➢ Provides an effective governance/execution framework and PMO that will be self-funded via the IFF within 3 years

➢ Will save $450M in civilian agency travel management costs and provide a net ROI of 425% over the next 10 years if performance targets are met

eTravel Program Update

➢ eTS Master Contracts Awarded November, 2003

- • CW Government Travel, EDS & Northrop Grumman Mission Systems

➢ Vendors granted Full Operational Capability May, 2004

➢ First eTS task order awarded June, 2004

➢ 10 BRM agencies have awarded task orders to date

➢ December 31, 2004, FTR target to award eTS task order

➢ Deployment has begun at Depts. of Treasury and Transportation

Commonalities

➢ Relocation and eTravel

- Standard data
- Common processes
- Enhancing and modernizing policy
- Insure and deliver world-class best practices
- Leverage technological solutions

Tim Burke

eTravel Program Manager

703-872-8611 Office

202-236-4898 Cell

timothy.burke@gsa.gov